

The Seafarer

Volume 6, Issue 1

Customer Service Bulletin

March 2004

FISC's Customer Ops Dept has new director



Commander Barry Dowell graduated from the University of North Carolina at Charlotte in 1984 with a bachelor's degree in mathematics. He was commissioned through the Officer Candidate School in Newport Rhode Island, in February 1987.

Following completion of the Navy Supply Corps School in Athens, Georgia in August of 1987, he reported aboard *USS Benjamin Franklin (SSN 640)* (gold crew) as supply officer in 1988. He detached from the *USS Benjamin Franklin* in June 1991 to report to his next assignment as an

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FISC SUPPO Conference Opened with focused on CNO Guidance/Readiness

"Readiness at any cost is no longer an option," said FISC Norfolk's Commanding Officer, Capt. L.V. Heckelman, in his opening statement to over 100 Supply Corps officers and related enlisted supply specialists who attended the recent Quarterly Supply Officer's Conference at the Pier 26 on Naval Station Norfolk. Repeating the Chief of Naval Operation's (CNO) statement from his Guidance for 2004 set the focus of the conference on providing afloat supply operations with current and relative information on regional services; issues affecting afloat operations; and new initiatives that directly impact the fleet.

"Shortly after Admiral Clark was appointed CNO, he published his top five priorities that became guidelines for every naval operation," said Heckelman. They are Manpower - Current Readiness - Future Readiness - Quality of Service - and Future Alignment. Capt. Heckelman briefly explained each of the five priorities and the CNO's vision for future Navy operations. He then went on to relate Sea Power 21, which he had briefed at the prior Quarterly SUPPO Conference, to those five priorities and also to briefly explain CNO's 2004 Guidance and how it builds on the CNO's five priorities and Sea Power 21. "It all builds together... acknowledging our successes to date and accelerating our advantages for the future."

Also addressing the conference was Capt. Bob Howard, commander of the local Defense Distribution Depot. He focused on a number of the Depot's ongoing initiatives in support of the waterfront customers as well as the importance of safety particularly as it related to the transportation of gas bottles.

Representatives from the Commander, Fleet Forces Command (Captain Kevin Walter), COMSUBLANT (Captain Bob Mundell), COMNAVAIRLANT (Commander Rick Panko) and COMNAVSURFLANT (Captain Bob Schwaneke) provided updates and briefs in each of their respective areas. Other key briefs presented were on contracting initiatives and updates from FISC's contracting department; ISSOT support by Paul Alberse; FISC's Logistics Support Center by Lt. Kerry Baker; ECAP/HAZMAT services and update by Kurt Kaufman and the most recent TARP initiatives by John Burton. All presentation are available online at FISC Norfolk's website at http://209.22.246.74/home/LSC_Quarterly_Sup_Officer_conf.htm. The next quarterly Supply Corps Officer Conference is tentatively scheduled for mid-May.



Capt. L.V. Heckelman, commanding officer of FISC Norfolk, addresses afloat supply officers at the Quarterly Supply Officer's Conference. Photo by Jim Kohler

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Change is constant at FISC Norfolk

I would like to first thank all of you who attended our last Quarterly Customer Service Conference. We had over 100 people in attendance and provided a lot of very current and valuable information via the briefings and the TYCOM updates. These conferences are for you - - our customers. If there's something you'd like to hear about, let us know and we'll get it on the agenda.

Similarly, this publication is for you. We intend to give you timely information about how we are trying to simplify your daily work life... principally those of you who are afloat. In this issue we introduce our new Director of the Customer Operations Department, Cmdr. Barry Dowell. Many of you will already know Cmdr. Dowell from his tour at SURFLANT just prior to coming to FISC. He relieved Captain Carter who moved over to become the FISC XO. If you haven't already invited Cmdr. Dowell to your ship, consider doing so. We are your touch point to the supply system... let us know what we can do for you.

Also in this issue you'll find an update on the services and support available from our Super SERVMART, Fleet Assist Team and the East Coast Habitability Program. In addition, we included an article on how we can all help to reduce plastics on board our Navy ships. There are also a variety of updates on a number of current topics and issues throughout the Naval Supply Systems Command enterprise and the Navy. Again, we are your touch point... whatever you need, give us a call and we'll track it down for you.

Our next Quarterly Supply Officer Conference is tentatively scheduled for May and will be held in our usual location of Pier 26. Specific details and agenda items will be coming out shortly. If you have topics of interest that you'd like us to include, let Lt. Tim Lott in the LSC know and he'll get them added to the agenda. We would like to encourage maximum participation in these meetings by all area Supply Corps officers, especially those currently assigned afloat, as well as senior enlisted from our Supply ratings. The response to our including the TYCOM Supply Officers on the agenda has been very positive so we will be sure to invite them back to provide updates on hot topics in their respective areas.

Since our last issue, I haven't made as many ship visits as I had hoped. I have enjoyed the exchange of information and getting to meet your supply department personnel during my previous visits. I am planning to do more of these in the months ahead and you can call Lieutenant Lott or my office directly if you'd like to get your ship scheduled. I will offer to come talk about the CNO's priorities, Sea Power 21, CNO's 2004 Guidance, Supply Corps mentoring or just about any subject you'd like me to. It's always a great day when we can get aboard the ships and discover new ways to help support the fleet. In addition, it's a good opportunity to get a private audience with us to talk about how things are going with FISC support. We want your feedback... and we want to know what more we can do to assist you in accomplishing your mission. Your feedback is always welcome either through your Logistics Support Representative or directly to me.

One final comment wearing my Hampton Roads Supply Corps Association President's hat... thank you all for your attendance at our 209th Supply Corps Birthday Ball on March 6. We had over 350 attendees and it was a superb event. It was great to have so many from the ships join us for the celebration. Thanks again.



Capt. L.V. Heckelman, Commanding Officer FISC Norfolk and Program Manager, Supply/Logistics, Navy Region Mid-Atlantic

L.V. Heckelman

Captain Carter is new XO at FISC



Captain Robert Carter has taken over the job of Executive Officer at FISC Norfolk from Captain Robert Bjelland who moved to the Material Operations Department as director.

Captain Carter was born in Bloomington, Indiana and graduated from Indiana University in 1980 with a bachelor's degree in business administration. He was commissioned a Navy Ensign, following Officer Candidate School in Newport RI. Following completion of OCS, he reported to *USS Belknap (CG 26)* as gunnery officer (auxiliaries and electrical). In 1986 he reported to the Surface Warfare Officers School in Newport, RI as an instructor.

While assigned to the Surface Warfare Officers School, Capt. Carter received his MBA from the University of Rhode Island. In 1990 he was selected for and converted from line officer to Supply Corps officer. Following graduation from the Navy Supply Corps School in Athens, Ga. he reported to *USS Willamette (AO 180)* as the supply officer. Following his three years aboard *USS Willamette* he attended the Naval Postgraduate School where he earned a master's degree in acquisitions and procurement. Following postgraduate school, Capt. Carter reported to the Naval Air Systems Command as the Deputy Procurement Contracting Officer (DPCO) for the F/A-18E/F program.

In 1997 he returned to sea aboard *USS Abraham Lincoln (CVN 72)* as services officer and assistant supply officer. Two years later Capt. Carter transferred to Millington, Tenn. to work as a SUP-OP Detailer. In 2000 he returned again to the East Coast to the Defense Supply Center in Richmond, Virginia where he served as the Product Center leader. From 2001 to 2003 he was the military officer-in-charge aboard *USNS Saturn (TAFS 10)*. He reported to Fleet and Industrial Supply Center Norfolk in May 2003 and was assigned as the Customer Operations (Code 100) Director in July 2003. He became FISC's Executive Officer in February 2004.

Capt. Carter's personal awards include the Joint Meritorious Service Medal, two Meritorious Service medals and three Navy Commendation Medals. He is a qualified Surface Warfare Officer and Naval Aviation Supply Officer.

Express Shipment of Unaccompanied Baggage Available

Sailors on permanent change of station (PCS) or temporary duty orders can ship unaccompanied baggage to new duty stations, according to the Navy Family Services Division of the Naval Supply Systems Command (NAVSUP). Sailors can have unaccompanied baggage shipped by express services to new duty stations in three-to-seven days in the continental United States and in 10-to-14 days overseas. To qualify, Sailors must be on permanent change of station (PCS) or temporary duty orders and must have a legitimate need, such as a short reporting date to a deploying ship or a PCS without authorized leave in between.

The program covers items of necessity, such as clothing, cooking and eating utensils, small appliances, etc. Furniture is not included in this program. Sailors who want more information about express shipment of unaccompanied baggage should contact their local Personal Property Office, check NAVSUP's Web site at www.navsupsupply.com, or contact the NAVSUP Household Goods Helpline at 1-800-444-7789.

Pentagon Cancels Internet Voting

Citing security concerns, the Pentagon has canceled Internet voting that would have involved as many as 100,000 military and overseas citizens from seven states in November. The announcement comes two weeks after outside security experts urged the program's cancellation in a scathing report. They said hackers or terrorists could penetrate the system and change votes or gather information about users. At the time, the Pentagon said it felt confident enough to proceed. But Deputy Defense Secretary Paul Wolfowitz has since decided to scrap the system because Pentagon officials were not certain they could "assure the legitimacy of votes that would be cast," said a Pentagon official. The official said alternative voting systems will now be considered, possibly using the Internet as well. The official could not say when, if ever, such a system would be ready.

Voluntary Retirement still an option

Due to high retention and low attrition in the officer corps, the Navy continues to offer reduced retirement time-in-grade (TIG) requirements for commanders and captains from three years to not less than two years. Effective immediately, retirement eligible officers in the grades of commander and captain with not less than two years TIG may request a waiver and voluntary retirement in grade.

This authority applies to all retirement eligible USN and USNR officers and does not affect the pay computation of the retiring officer.

Active duty commanders and captains will continue to request retirement through COMNAVPERSCOM (PERS-822). SELRES commanders and captains will continue to request retirement under TIG policy through COMNAVPERSCOM (PERS-491b). Approval recommendations will be based on individual community requirements; final approval authority rests with Assistant Secretary of the Navy (Manpower and Reserve Affairs).

SUPER SERVMART

Gearing up for Customer Appreciation Week

Super SERVMART Store Manager - (757) 451-4956

Contracting Officer's Representative (COR) - (757) 443-1273

It has been one year since Management Consulting Incorporated (MANCON) was contracted to run the Fleet & Industrial Supply Center's Super SERVMART. During the past year, MANCON dedicated their energies to keeping Super SERVMART number one in product line and services. In an effort to show our appreciation to our customers, Super SERVMART will be hosting a Customer Appreciation Week beginning April 19, 2004 and continue through April 22, 2004. All commands and patrons of Super SERVMART are cordially invited to stop in sometime that week. All vendors will be on hand to answer questions, there will be product demonstrations and sample products. We appreciate the sacrifices, hard work and dedication made by "all" members of the armed forces in service to our country. We express our appreciation and gratitude by providing quality customer service to the men and women protecting the freedom all Americans cherish.

Super SERVMART is located on the Norfolk Naval Station at 9610 Decatur Avenue (directly across from Pier 8 on the water front). Super SERVMART is open from 7:00 a.m. to 4:00 p.m. Monday through Friday, except federal holidays. Our Customer Service phone number is (757) 451-8030 and we will be happy to answer any questions or concerns that you may have. On-site technical support is available from participating vendors for every commodity group offered, and there are thousands of items other than those stocked in the store that are available through the Special Order Desk. Other services include free delivery (no minimum order) to any Hampton Roads location, including just-in-time (JIT) delivery to support everything from ships' deployment schedules, to coordinating deliveries to a central warehouse receiving location when timing is crucial to meet customer requirements.

A computerized catalogue of items stocked in Super SERVMART is now available on CD or a 3.5 inch floppy disk and can be picked up at the Super SERVMART customer service desk. The



in-store catalogue will be available in the near future on the FISC Norfolk Web Site under Products and Services / Super SERVMART (<http://www.nor.fisc.navy.mil>). Super SERVMART products are also available on the DoD eMail.

At Super SERVMART, the Government Commercial Purchase Card (GCPC) may now be used as a method of payment for all ships on sales up to \$10,000 (\$25,000 for CV/CVN/LHA/LHD ships). To accommodate this change, purchase cardholders should contact their APC and Citibank to increase their method of payment threshold limit. The AO limit and overall cardholder monthly limits may also have to be changed.

There have been a few procedural changes with the transition to this new contract. For DD1149 purchases, the FISC Purchasing Agent will be issuing a delivery order vice a BPA call.

- Exchanges will not be allowed under delivery orders; however, credit memorandums can be issued for items returned under delivery orders.
- A single requisition for both in-store items and special orders (only those requiring less than a two week delivery timeframe) can be processed.

Commands that utilize a "Letter of Authorization" for shopping purposes are reminded that they must update their command's authorized shopper letter to

Super SERVMART every six months or upon transfer of the cardholder or authorized shoppers. A Letter of Authorization **is not required** to shop at Super SERVMART. In order to assist our customers with complying with FAR Part 8, the entrance to the sales floor area has been relocated to directly behind the large roll up door main entrance and showcases only JWOD items (mandatory source items).

MobileMart, nicknamed "Big Blue", is the new mobile Super SERVMART store procurement system offered through Super SERVMART. It is simply a 40' trailer filled with approximately 200 line items for your shopping needs.

It's a mini-Super SERVMART supply store on wheels parked at your front door step. Big Blue is used to promote JWOD products and then tailor the products to meet each customer's requirements.

MobileMart is in full swing operating Monday through Friday, except for holidays. The schedule is posted on the FISC Norfolk web site and disseminated by the Logistics Support Center, Norfolk.

During the course of scheduled visits by the MobileMart, should a customer require purchases in excess of their single purchase threshold, the customer will need to fax a completed DD-1149 to the FISC Norfolk purchasing agent at Super SERVMART, fax number (757) 961-9551. Once the FISC Norfolk purchasing agent has placed the delivery order, Super SERVMART will deliver the products back to your command at no additional cost.

Contractor Personnel (MANCON)

Customer Service Desk
(757) 451-8030

Special Order Desk
(757) 451-8019

Special Order Expediter
(757) 961-9543

Supply Officers Can Help to Reduce Plastics on Board Ships

Although plastics on board ships cannot be entirely eliminated, they can be significantly reduced. Supplies are still being ordered that contain plastic where non-plastic alternatives are readily available. Supply officers should take a few moments to review their ordering habits and see which ones can be modified. Requisitions should be reviewed to ensure that non-plastic items and alternatives are being ordered. Some environmentally friendly substitutes (including their National Stock Numbers (NSN)) are provided below:

Buy . . .

7-gallon paper bags (NSN 8105-01-284-2923)
8-ounce non plastic disposable hot drink cups
(NSN 7350-01-359-9524)

6x9-inch cleaning pads packaged in a paper band
(NSN 7920-01-383-7928)

12-inch wide sheet steel dustpan (NSN 7290-00-224-8308)
Rayon scrim paper towels
(NSNs 7920-01-370-1365 or 7920-01-370-1364)

Instead of . . .

10-gallon plastic bags (NSN 8105-01-195-8730)
8-ounce plastic coated paper hot drink cups
(NSN 7350-00-162-3006) or
8-ounce Styrofoam hot drink cups (NSN 7350-00-082-5741)
6x9-inch cleaning pads packaged in a plastic bag
(NSN 7920-00-753-5242)

11.5-inch plastic dustpan (NSN 7290-00-616-0109)
Plastic scrim paper towels
(NSNs 7920-00-823-9772 and 7920-00-823-9773)

For use on submarines, use Hydro entangled rayon [(NSN 7920-01-463-4653 (18-inch wide)) or (NSN 7920-01-463-4652 (36-inch wide))] as an alternative to terry cloth roll 36-inch (NSN 8305-00-965-4430 or NSN 8305-00-205-3065). Using this alternative item will produce significant savings. This material is eight times as absorbent as terry cloth, lint free, and about one third the cost. Further, 250 yards of the alternative can occupy the same space as 50 yards of terry cloth, consequently saving space aboard.

Many innovative research efforts are underway that will help in the quest to protect and preserve. These include marine degradable packaging material, biodegradable adhesives and gun plugs, food film wraps, as well as a completely biodegradable parachute for the sonobuoy.

Sailors & Their Personal Choices

Sailors can also reduce the use of plastics at sea. The following simple changes can have a significant impact on the volume of plastic waste aboard ships:

- Keep uniforms in garment bags instead of a plastic bag.
- Use rechargeable batteries. Use CD organizing cases instead of plastic jewel cases.
- Use an electric razor or a razor with replaceable blades.
- Take only as much food in the chow line as one can consume.
- Use regular matches.
- Use reusable mugs.
- Share magazine subscriptions (including Currents) with shipmates.
- Have names removed from junk mail lists.
- Individual actions by individual sailors can help to ensure that the Navy's mandate of no at-sea disposal of plastic is met.



Paper versus plastic trash bags.

For additional information on reducing plastics at sea, contact Mary Hockenberry Navy Inventory Control Point 717-605-4235
DSN: 430-4235mary.hockenberry@navy.mil

GAO Upholds TRICARE Pharmacy Award to Express Scripts Inc.

The General Accounting Office (GAO) has upheld the award of the TRICARE Retail Pharmacy Contract (TRRX) to Express Scripts Inc. (ESI) of Maryland Heights, Mo., according to a Department of Defense announcement. The TRRX contract is for a pharmacy benefits manager to provide a nationwide network of retail pharmacies to fill prescriptions for TRICARE beneficiaries in the 50 United States, the District of Columbia, Guam, Puerto Rico and the U.S. Virgin Islands.

The GAO review was prompted by protests filed by four of the losing bidders: ACS State Healthcare LLC, PharmaCare Government Services Inc., PBGA LLC, and Humana Military Healthcare Services Inc.

The new contract is designed to improve service and satisfaction for TRICARE beneficiaries and substantially reduce the cost of the benefit to the American taxpayer. DoD will implement the new contract in 2004 as a key part of the transformation of the military health system.

LES Changes Made to Reduce Identity Theft

Stars and Stripes reports that earning statements for service members and Defense Department civilians, and paychecks for military retirees will soon lose some key numbers. Over the next several weeks, the Defense Finance and Accounting Service (DFAS) will drop the first five digits of a person's social security number from all pay statements and checks to guard against identity theft. "The changes apply to everyone," DFAS spokesman Bryan Hubbard said. The proposal "originated internally and will be phased in over the next couple of pay periods," he said. Reports of identity theft have substantially increased in recent years, according to the Federal Trade Commission, which monitors the issue. Five years ago, the number of complaints to the FTC was roughly 23,400. By 2001, the rate had more than tripled to about 86,200. Last year, based on figures released last month, the number of complaints of identity theft nearly topped 215,000.

The Social Security Administration also has taken the same step of eliminating the first five Social Security numbers on the millions of checks it issues.

Check your Resumix

The Resumix system underwent system changes in October 2003. When applying for jobs in the Northeast (NE) region, you should make sure that you have an active resume in the NE region prior to using the 'Apply Now' option to apply for jobs.

To verify that you have an active resume in the NE region, check under 'My Status' or 'My Job Interests', under the top button bar titled 'Check Resume Location'. If you do not have an active resume in the NE region, select a NE Job Opportunity Announcement and submit your resume into the NE region. Once your resume is submitted and is activated in the NE region (approx 48 hrs), you may use the 'Apply Now' option for any additional jobs you are interested in applying for. Your resume will be active for one year in the NE region.

To get more information about jobs available, visit <http://www.donhr.navy.mil>.

Submissions - Seafarer is published quarterly by FISC Norfolk. Material for consideration for this Customer Service Bulletin can be submitted to the Public Affairs Officer at robert.anderson2@navy.mil. If you have questions call (757) 443-1013.

Mess Management Rating (MS) Changes to Culinary Specialists (CS)

With the release of NAVADMIN 012/04 on January 15, 2004, the Chief of Naval Personnel formally announced Navy Mess Management Specialists (MS) will be known as Culinary Specialists (CS).

The "cook" profession has a long naval history. The historical rating of cook was established in 1797, changed to ship's cook in 1838, and again changed to commissaryman in 1948. In 1975, the MS rating was formed from the merger and subsequent disestablishment of the Commissaryman (CS) and Steward (SD) ratings.

An important component of the Supply Corps enlisted ratings, Navy culinarians contribute greatly to the quality of life of our Sailors and directly impact crew morale. As the rating's technical advisor, NAVSUP has been an active participant in this name change process, working closely with the supply enlisted community manager.

The name change more appropriately describes the duties and mission of the rating, aligns the rating with today's commercial culinary profession, and enhances the rating's professional image. It also represents an important step in our ongoing efforts to provide professional certification to our Navy culinarians. To preserve and honor this proud skill set, the rating badge of crossed keys and quill superimposed upon an open ledger is being retained.

Culinary specialists duties will remain unchanged from those of their predecessor mess management specialists.

Defense Authorizes Up to 25,000 Buyouts for Civil Service Workers

The Pentagon has issued guidelines approving the use of cash buyouts and early retirements to help shrink and reorganize the Defense Department civil service workforce.

The department can offer as many as 25,000 buyouts each fiscal year to employees who choose to resign or retire. The buyouts will be equivalent to an employee's severance pay if laid off, to a maximum of \$25,000.

Ginger Groeber, the Defense deputy undersecretary for civilian personnel policy, announced the department's policy on buyouts and early-outs in a memo to the department's senior personnel officials. The memo marked the department's first step in implementing the fiscal 2004 defense authorization act, which allows the Pentagon to phase in a new pay-for-performance system to replace the 15-grade General Schedule.

In the memo, Groeber allocated 7,722 buyouts to the Army, 7,135 to the Navy, 5,873 to the Air Force and 4,270 to other defense agencies. She said defense officials "may immediately initiate use of this authority within the buyout allocations indicated above so long as affected employees leave government service during FY 2004."

Although the allocations were based on the restructuring needs of the armed forces, there are no estimates of how many buyout offers will actually be made and given out this year, a Pentagon personnel official said.

Buyouts offered employees as part of base realignments and closures will not count toward the 25,000 ceiling established by Congress, according to the memo. Last week, the Pentagon asked base commanders to provide data for a fifth round of base closings. The information will be used to make recommendations to an independent base-closing commission next year.

Buyouts, which have been authorized for use at the Defense Department in previous years, help the Pentagon avoid layoffs and employee grievances claiming unfair treatment when workers are reassigned to different jobs because of downsizing.

The new law also allows the department to offer voluntary early retirement to Defense employees without having to get the approval of the Office of Personnel Management. For the first time, Defense officials will be able to map out a multi-year early-outs plan that fits with other department workforce strategies, the Pentagon official said.

Groeber's memo, however, notes that the congressional limit on buyouts may constrain the department's ability to offer early-outs and buyouts as a package deal to lure employees into leaving.

Early retirement is usually taken by employees who want to leave the government but do not have enough years of service to qualify for an immediate pension. In general, workers taking early retirement must be at least 50 with 20 years of service, or any age with 25 years of service. Employees in the older Civil Service Retirement System lose 2 percent of their annuity for each year of age under 55. In most cases, there is no annuity reduction for workers covered by the Federal Employees Retirement System.

Save Transportation \$\$\$\$\$\$ - Validate Transportation Account Codes (TAC(s)) at https://www.daas.dla.mil/tac_ing/tac_menu.html

- TAC(s) are used to identify the appropriation or user responsible for paying transportation costs incurred for the movement of DOD/DON-owned or sponsored property via the defense transportation system.
- Incorrect Navy TAC(s) will cause the improper charges to already constrained transportation budgets.
- The proper identification and use of appropriate TAC(s) is crucial to applying the correct funding source to the shipment for which it was budgeted.
- All Navy personnel must exercise prudent financial and transportation management options when determining the use of a specific Navy TAC.

Supply and transportation professionals: Please pass this information on to ensure widest distribution to help the Navy community properly allocate transportation costs.

Reference. - DTR DOD 45500.9R—Part Two (Appendices V and V2).

NAVSUP East Coast Habitability Program

“A Center For Excellence”

The mission of the Fleet Industrial Supply Center (FISC) Norfolk Habitability Branch office has always included customer satisfaction, timely delivery and quality. These three pillars of the FISC habitability mission are evident in all aspects of their support for the Fleet. Since the creation of the Habitability Branch in 1990, the office has provided a variety of support to the Fleet. NAVSUP has recently designated FISC Norfolk as the East Coast Center of Excellence for habitability renovations on the Eastern seaboard.

The office issues Indefinite Delivery Indefinite Quantity (IDIQ) contracts, requirement contracts, purchase orders, and delivery orders in support of U.S. Navy ships. The office also supports maintenance and service requirements for the Commander Regional Support Group (CRSG) and Shore Intermediate Maintenance Activity (SIMA), soon to become part of the Regional Maintenance Center (RMC).

The core mission of the branch has always remained dedicated to supporting fleet supply officers and Type Commanders (TYCOMs) to improve shipboard quality of life. The branch interfaces as a primary point of contact for the Fleet on all shipboard habitability matters. The primary value it offers to the fleet is its flexibility and invaluable service to the customer.

The on-site training and assistance for shipboard personnel in writing habitability statements-of-work (SOW) requirements and specifications for all the varied possibilities that encompass habitability renovations are a substantial cost-saving service that is very appreciated in today's tight budget environment.

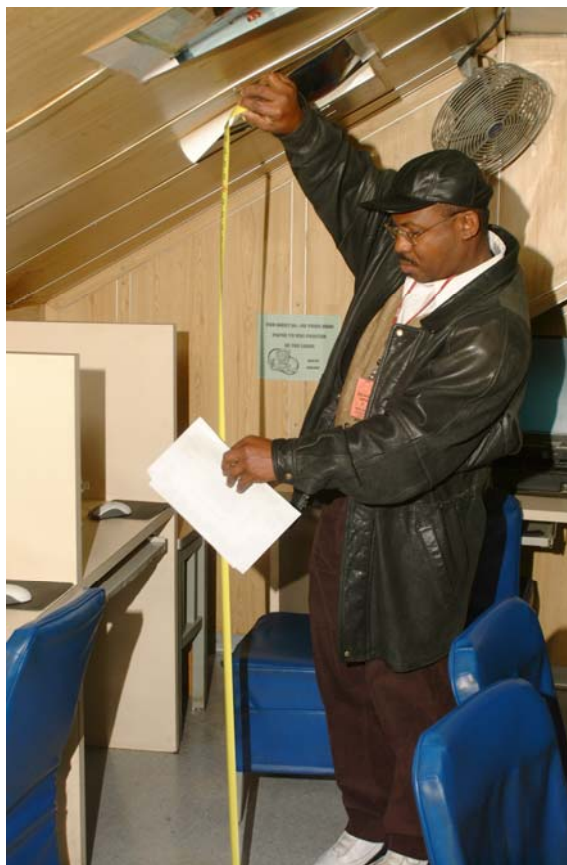
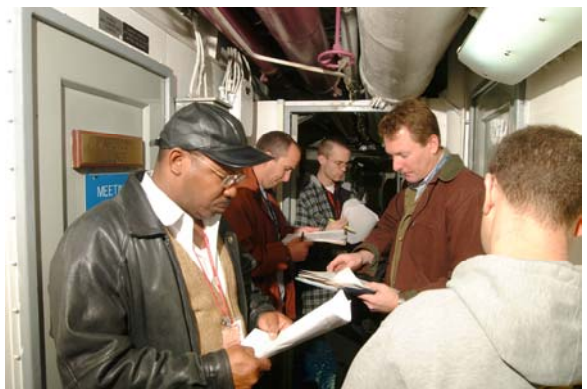
The FISC Habitability Branch is a completely mobile service support unit that deploys teams of a contract specialist and a naval design architect technician to perform ship checks, take measurements, draw sketches and write specifications.

The branch can support ships either pier side at Naval Station Norfolk or at area shipyards, and can deploy to support CVN deployments and other surface battle groups before their homecoming after deployment. The TDY trips have been on

going since early 2002 with the most recent trips being to the USS Harry S. Truman (CVN-75) and USS Theodore Roosevelt (CVN-71) in May 2003.

The TDY visits to the large deck ships such as the LHA's, LHD's, and CVN's do not define the mobile service concept, but it definitely remains one of the biggest cost saving initiatives to date with the program. The majority of on-site visits take place right here in the local area and the real value added and return on investment comes from the amount of planning execution and preliminary contracting that can be scheduled. The recent CVN-75 and CVN-71 habitability.

Even if funding will not be available after the deployment, TYCOMs can still benefit from the TDY trip because all of the



estimating, planning, and scoping of the work has been completed and simply needs to be advertised and an award issued for timely delivery once funding becomes available.

Only the most dependable and qualified contractors in the Hampton Roads area that are committed to the highest standards in habitability work are used by the FISC Habitability Branch.

The value added pricing analysis has been a powerful tool for fleet supply Officers who have used the data to better manage their budgets.

Sea Power 21 vision and adapt to the changing environment in which we all serve, the FISC Habitability Branch office promises to continue to offer first-rate service to their Fleet customers and adapt to the ever changing business environment.

Fleet Assistance Team

Provide Technical Assistance and Guidance to Ship Stores

FISC Norfolk's Fleet Assistance Team provides technical assistance and guidance to forces afloat in order to improve the performance of ships store operations. Teams are located in Mayport, Fla.; Naples, Italy; Norfolk, Va.; San Diego, Calif.; and Yokosuka, Japan. Assist visits to ships located outside these areas are scheduled on request of the ship's supply officer.

The Fleet Assistance Team's objective is to visit each ship at least once a year.



SH2 Charles Willforce, of the FISC Norfolk Fleet Assist Team, inspects the barber shop onboard USS Arleigh Burke (DDG-51), while ship's crew member, SH3 Daniel Palmer observes.

Photo by Bill Pointer, FISC Norfolk



SH1(SW) John Monroe of the FISC Norfolk Fleet Assist Team inspects a store-storeroom onboard USS Arleigh Burke (DDG-51) during a December 2003 visit.

Photo by Bill Pointer, FISC Norfolk

Operations - Assisted visits scheduled between Team Leaders and Ship Stores Officers will concentrate on:

- Accounting Procedures
- Cash Handling
- Merchandise Planning
- Stock Turn
- Pricing
- Procurement Procedures
- Close out of Records>Returns
- Modernization/Visual Merchandising
- Vending Operations and Related Equipment
- Barber Operations
- ROM Assistance
- Laundry Assist Visit

Team representatives will debrief the ship's store officer, supply officer, and commanding officer upon request, highlighting functional areas which are operating particularly well and those areas needing attention. A written summary report is provided to within 15 days after the visit.

Merchandise Programs - Special merchandise promotional programs are periodically available through your local Fleet Assis-

tance Team leaders or NEXCOM (Code A) Ship Stores Program. The special programs are in addition to the Sixth Fleet and Pacific Fleet Foreign Programs and the Exchange Mail Order Catalog. The ship's store officer will be notified in advance of these "specials."

Pre- and Post-Deployment Briefings - Pre-deployment briefings are a very important function of all ship store operations. The ship's store officer should schedule a pre-deployment brief at least 90-120 days before deployment, when possible. The briefings will include payment of dealer's bills, foreign merchandise procedures including mail order, and known problems in the area of deployment, TAFS/AFS/FISC "Q" COG support and any instructions governing sales of foreign merchandise.

Points of Contact

Logistics Support Center: 757-443-1861
Fleet Assist Team Leader: 757- 443-2520/DSN 646

Email: romsupport@nexcom.hrc.xmail.com

News Shorts

NAVSTA cautions drivers to observe crosswalks

So far in CY 2004, two pedestrians have been struck while crossing in designated crosswalks on the station. In one instance, a vehicle swerved to miss one pedestrian, only to strike another one already in the crosswalk. Lack of attention by the drivers were cited as causes of both accidents. Drivers are urged not to swerve around vehicles which are slowing or are stopped in a traffic lane. They have probably slowed or stopped for a pedestrian. Swerving around that vehicle could result in your hitting something or someone. Everyone needs to be alert for pedestrians in crosswalks, and to especially use caution along Decatur Street, where the contractors have greatly reduced the size of the traffic lanes along the waterfront near W-143 and Pier 8. Pedestrians and vehicles are almost 'sharing' one lane.

Gate 3A Construction

Major construction on that gate began March 15 and the gate will remain closed until late May. During the period of closure, all vehicles entering Gate 3 in the morning will NOT be allowed to turn North on First Avenue. Second Avenue will be available for personnel working in buildings South of Gilbert Street. Gilbert Street and TowWay Drive access will only be available via Third Avenue. Recommend personnel look at alternative gates to alleviate the potential 'choke points.' Early morning hours are especially dangerous.

NAVSTA appearance & cleanliness

Throwing litter, including cigarette butts, from a vehicle is illegal and will be strictly enforced. First time offenders will face a 30-day suspension of driving privileges. Second offense is one-year, and a permanent suspension would follow a third offense.

Illegal Parking Enforcement

The revised Region/NAVSTA parking directive became effective on February 11. A previous Security Note outlined the directive's new aggressive towing policy for illegally parked vehicles. Ensure you park only in legal parking spaces. If you need further clarification concerning this new towing policy, contact our Command Parking Coordinator or NAVSTA Police.

Parking lot vandalism and car stereo theft

Incidents of vandalism and theft to vehicles continues in NAVSTA parking lots. Most of these incidents have occurred during the normal working day, in daylight hours, which should have attracted attention of others. If anyone observes vehicular vandalism or theft, they should immediately contact the NAVSTA Police, 444-2324.

Waterfront parking improvements

The parking area in the vicinity of Pier 6 has been funded and will commence during this month. Further information will be forthcoming concerning parking lot re-paving and alternate parking areas effected.

Retail Supply Commercial Activities Study Update

The Mid-Atlantic Retail Supply A-76 study was temporarily delayed by the FY 04 DoD Appropriations Act. The Act had a general provision that limited efforts to complete multi-function Commercial Activities (CA) studies to thirty (30) months. Because the Mid-Atlantic Retail Supply study had been on-going, since Oct, 2000, and exceeded the 30 months, OPNAV directed NAVSUP, along with other claimants to stop all work, including contracting actions, on CA studies that exceeded the limit. Thus all work and taskings associated with the Mid-Atlantic Retail Supply study stopped on 2 Oct 03.

On January 22, 2004, the Senate passed House Resolution 2673 (Omnibus Spending Bill), and on January 23 the President of the United States signed the bill. Signing of the bill allowed the DoD to resume work on the previously halted CA studies, including the Mid Atlantic Retail Supply study.

In early, Feb 2004, the FISC resumed contracting actions in support of the Retail Supply CA study. The solicitation was re-opened for full and open competition on Feb 20, 04. Subsequent steps in the process include site visits by prospective bidders, tentatively scheduled in mid March and reconvening of the Technical Evaluation Board in April 2004 to evaluate technical soundness of the private sector proposals. The target date for the Tentative Decision is July 30, 2004, and contingent on a mandatory appeals period, the target date for Final Decision is September 30, 2004. Once the final decision is reached there is a transition period to implementation of the MEO or contract start which should occur around April 2005.

Common Access Cards will Soon be Required for All Drilling Reservists

As we begin a new year many drilling Reservists have not obtained a CAC. Obtaining a CAC is critical due to the implementation of Department of Defense (DoD) security measures and the ongoing force-wide transition to the Navy-Marine Corps Intranet (NMCI).

Those failing to obtain a CAC will not be able to access their DoD computer at work, nor will they be able to access DoD private Web site such as the Naval Reserve Order Writing System (NROWS), BUPERS Online or MyPay at work or at home. Those without CACs will also not be able to send DoD e-mail.

Any authorized uniform service personnel office or CAC issuing facility with on-line access to the Defense Enrollment Eligibility Reporting System (DEERS) should be able to verify and issue an identification card or CAC to any eligible recipient upon the presentation of all required documentation or verification through DEERS.

What to know when shipping or storing a plasma TV

It is very important that military members advise their Personal Property Shipping Office during counseling or while using Smart Web Move (SWM) if they intend to ship or store plasma TV along with their household goods. Plasma TVs are extremely sensitive to movement and climate and they must be handled in accordance with instructions outlined in a recent message from the Surface Deployment and Development Command (SDDC), Alexandria, Va.

Research involving input from various plasma TV manufacturers has revealed that plasma TVs should be shipped in the original manufacturer's container or if the original container is not available in a container that meets the manufacturer's or carrier's specified shipping requirements. Plasma TVs should always be shipped and stored in an upright position. The carrier may elect to have a third party provide the container and prepare the TV for shipment or storage. Some carriers may choose not to handle shipping plasma TVs due to the shipping constraints.

Instructions provided in SDDC's message state that "plasma TVs must be stored in a climate controlled warehouse where the air temperature does not fall below 15 degrees Fahrenheit or exceed 122 degrees Fahrenheit. The humidity should not fall below 10 percent or exceed 90 percent with no condensation to help prevent damage to the TV and these constraints may vary by manufacturer. Due to plasma TV altitude storage constraints, plasma TVs should not be stored at altitudes above 9,000 feet and the altitude storage constraints may vary by manufacturer." Members must be aware that the government does not provide for climate controlled

warehouses, and there is no authority to pay for such services at government expense. The excess cost involved for storage in warehouses that are climate controlled is at the expense of the member.

Members should also be aware that basic coverage only provides a maximum of \$2500.00 liability for loss/damage. Therefore, if you own a plasma TV and it's value exceeds this amount and you are moving within CONUS (including Alaska), it is strongly suggested you arrange to purchase either increased protection or full replacement coverage through the Government from the carrier. You must request increased or full replacement coverage at the time of counseling. The member pays additionally for the cost of increased or full replacement coverage. Full replacement coverage must be purchased for the entire shipment and not for a single item. It is important to note that full replacement coverage is not offered for:

- (a) Shipments moving overseas including Hawaii
- (b) Shipments being placed in non temporary storage
- (c) Unaccompanied baggage shipments moving within CONUS or overseas.
- (d) Local moves

If you have any questions, please contact the Consolidated Personal Property Shipping Office-Norfolk at (757) 443-3700, prompt 5, or discuss with your counselor during the personal property briefing.

New Law Provides Military More Tax Breaks

The Internal Revenue Service is helping taxpayers use a new law that adds deductions for some reservists, expands the definition of combat zone, and provides income exclusions for military death-benefit payments and certain home sales.

President Bush signed into law the Military Family Tax Relief Act of 2003 on Nov. 11 with retroactive provisions making it beneficial for some Sailors to file amended returns on form 1040X. The new law doubled the benefit paid to survivors of deceased Armed Forces members to \$12,000, made the entire amount tax-free and made the changes effective for deaths occurring after Sept. 10, 2001. Previously, only \$3,000 was tax-free.

National Security Personnel System (NSPS) Update

On February 4, 2004, DoD advised the Deputy Assistant Secretary of the Navy (DASN) that the conversion of the Department of Navy (DON) to NSPS will occur sometime in early FY 05 and not by June 2004 as was projected earlier. The DASN staff continues to review the DON workforce data to identify employee groups, which may be outside initial conversion. That information will be provided as soon as their review is completed. Information will also be provided about the extent to which Federal Wage System employees will be included under NSPS as soon as those decisions are made.

The DON NSPS Web site was launched on Jan. 30. Visit the site on a regular basis to obtain the latest information on NSPS and the Department's efforts to implement it. The Web site can be found at <http://www.donhr.navy.mil/nsps>.

A DON Senior Advisory Board has been chartered by DASN, consisting of senior executives from the Navy, Marine Corps, and the Secretariat, to give major claimants a voice in how the Navy will roll out NSPS. The DON Senior Advisory Board is looking at best practices from other personnel systems that include pay for performance and pay banding, to apply the best of their lessons learned to NSPS. Doing so will make NSPS as efficient, effective, and fair as possible.

Patriot Express Flights To Be Eliminated

Citing cost, flexibility and empty seats, the Defense Department plans to eliminate almost all Patriot Express routes starting in fiscal 2006. Patriot Express is the military's chartered commercial air service. The change will require service members on permanent change of station orders and their families to take commercial flights to and from overseas locations, Air Mobility Command officials said in a news release last week. Fewer Patriot Express flights also mean fewer space-available seats for service members, civilians, families and retirees on leisure travel. In South Korea and Japan, Patriot Express will be phased out over a two-year period, an AMC spokesman said. The service will cease at Osan and Kunsan air bases, South Korea, and at Kadena Air Base, Okinawa, in fiscal 2006.

The Patriot Express gateway at Los Angeles International Airport also will close that year, as will the passenger reservation center at Hickam Air Force Base, Hawaii. In fiscal 2007, Japan service will end at Yokota and Misawa air bases, and Iwakuni Marine Corps Air Station; and the Seattle-Tacoma International Airport gateway and Yokota's passenger reservation center also will close.

Federal Government is Changing Drug Testing for their 1.6 million workers

The federal government is taking drug testing of its employees a step beyond the usual urinary-based tests. The new drug tests will include scrutiny of workers' hair, saliva and sweat, a shift that could prompt more businesses to revise screening for millions of their own workers. The planned changes reflect the government's efforts to be more precise in its drug screening and to prevent workers from cheating on urine tests. Some private employers have already adopted alternative testing methods. Most are waiting on government standards.

The new drug policies are expected to take effect in a year for the nation's 1.6 million federal workers. The agency, known as SAMHSA, sets guidelines and administers the testing.

New Customer Operations Director from Page 1

instructor at the Navy Supply Corps School in Athens, Georgia.

In 1993 he left Athens for a tour of duty as stores and customer service officer aboard *USS Holland (AS 32)* in Apra Harbor, Guam. In June 1995, Cmdr. Dowell became a student at the Naval Post-Graduate School in Monterey, Calif. He received a master's degree in management (emphasis in systems inventory management) in December 1996. Following graduation he reported to the Defense Supply Center in Columbus, Ohio as branch chief of the Commodities Directorate. In 1999, Cmdr. Dowell returned to sea as supply officer aboard *USS Antietam (CG 54)*. From 2001 to 2004 he served on the staff of Commander, Naval Surface Forces, U.S. Atlantic Fleet in Norfolk, Virginia. Cmdr. Dowell assumed his current duties as Director of FISC Norfolk's Customer Operations Department in February 2004. His awards include the Defense Meritorious Service Medal, Navy and Marine Corps Commendation Medal (2 Gold Stars).

Technical Assistance for Repairables Program (TARP) Training Available

Excessive damage to high-dollar retrograde DLR's due to inadequate protection and packaging continues to be a problem for the Navy. This translates into high repair costs, high scrap rates, strained budgets and compromised readiness. To address this issue, the Navy Inventory Control Point (NAVICP) established the Technical Assistance for Repairables Processing (tarp) Program.

Tarp field representatives are based at FISC Norfolk and Jacksonville. They operate as valuable assistants building effective relationships between the ships, ATAC, and defense depots. Services include the training of supply personnel in retrograde handling, packaging, processing, and shipping. This training also emphasizes electrostatic discharge (ESD) awareness, use of NAVSUP P-700, and proper documentation. The TARP team can also assist you by identifying process improvements that can be implemented at the shipboard level.

In April, a new service (in addition to ATAC's current level of service) will start at ATAC allowing ships to schedule a time to turn in their retrograde. During that time, ships will receive a signed copy of the Electronic Retrograde Management System (ERMS) generated BC2 document acknowledging receipt of the item. This will end the customer's financial liability in accordance with current retrograde policy. The benefit of this service over the current level of service is that it should virtually eliminate carcass charges associated with misidentified DLR's and ensures all requisite documentation accompanies the retrograde. Ships will receive a separate message announcing this service once on line.

In preparation for this new service, training for Norfolk ships is scheduled at FISC Norfolk, bldg 143, room 110 at 1300 on Thursday March 25 and 1300 Tuesday, March 30, 2004. Ships desiring training should contact the TARP office at 757-443-1280 or email Mr. Dave Brown (dbrown1785@aol.com) or Mr. Freddie Braza (braza13@aol.com) for class reservations. In addition, those ships unable to make either of these two dates can request an on board TARP training visit by calling 757-443-1280. Please ensure you leave your name and phone number. Mayport ships can schedule individual training by calling Mr. Ron Sheets at 904-270-5699

NICC - A Single POC for Supply Customers

The Navy Integrated Call Center (NICC) provides logistics information and services to all military services and joint allied forces, and their supporting activities. It is the initial point-of-contact for supply customers and may be accessed by telephone, e-mail, FAX, military message, or other automated systems. The NICC processes, services and manages the following interfaces between customers and service providers: requisition status, procurement status, material availability, line item release authority, shipment status, local delivery information, bearer processing, expediting, LOGREQ and other critical and routine supply requirements. Additionally, it provides requisition processing and exception processing services and general information.

The center's customer relationship management (CRM) and call management systems software also collects and provides analysis of data to identify problems and provide statistical information. The system's connectivity to commercial transportation providers allows us to provide customers with updated shipping information and the tracking of urgent requirements.

Access to various databases such as Gates, WebLink, VLIPS, DLA/DSS and OTS gives the NICC the necessary power to help customers locate shipments and track movement of their material. For a tour of FISC's NICC, call Cmdr. Barry Dowell at (757) 443-1165.



Sea Warrior e-Learning One-Stop Shopping

Navy leaders are now promoting the Navy's "Excellence Through Commitment and Education and Learning" initiative, Sea Warrior -- the newest achievement tool -- e-Learning -- to help Sailors with their career development. Sea Warrior is a way for Sailors to use their past accomplishments in the Navy in order to follow the right career path for their future. As one of the initiatives of the Chief of Naval Operation's Sea Power 21 strategic vision for the 21st Century, Sea Warrior will fully develop Sailors "who are highly skilled, powerfully motivated and optimally employed for mission success." Sea Warrior is accessible from the Navy Knowledge Online (NKO) Website (<https://www.nko.navy.mil/>), and Sailors can literally do one-stop shopping, learning about their Navy jobs, how they stack up with other Sailors in the field, what they need to do to help their chances to advance, and much more.

Sailors, Marines Now Eligible for FAA A&P License

The Department of Defense (DoD) partnered with the Federal Aviation Administration (FAA) to give enlisted mechanics in the military the same credentials as their civilian counterparts. For Sailors and Marines, the Navy and Marine Corps Airframes and Power Plant Program (NMCAPP) has been established at the Center for Naval Aviation Technical Training (CNATT), to ensure all aviation technicians are given the opportunity to earn the federal agency's industry standard certification.

In the past, military experience was not widely recognized by the FAA, significantly decreasing Sailor and Marine marketability in the civilian sector. "Trying to get a civilian job without an A&P License is similar to trying to gain access to a military base without the proper credentials--almost impossible," said CNATT NMCAPP Officer, Lt. Cmdr. Gabe Castro. "Well, that time is gone. There are now certifications in place for Sailors and Marines which allow our mechanics to enroll in the A&P [airframes and power plants] licensing program."

In order to enroll, participants must meet basic eligibility requirements, being 18 years of age, an E-4, and having 36 months or more in service. It will take about 30 months to complete the entire program, which includes completing a Qualification Training Package and passing a series of written and oral exams, as well as passing a practical test. After successful completion of the program and required exams, each participant will receive the airframes and power plants certification from the FAA.

The benefits to Sailors and Marines include no out-of-pocket expenses, as well as the ability to use their military experience and on-the-job training toward certification. Many non-military universities and vocational technical schools offer FAA-approved classes, but the cost associated with these courses can be overwhelming, even with tuition assistance and assistance from the GI Bill.

"It's one of the great new ways we are taking care of our Sailors and Marines," said CNATT Gunnery Sergeant, Gunnery Sgt. Anthony Sosa. "It shows young Sailors and Marines that we are interested in their future as they continue their careers in the Navy and Marine Corps, but also after they leave their service and embark upon a civilian career."

For more info on the A&P Licensing Program, visit the USMAP Web site at <https://www.cnet.navy.mil/usmap> or visit the Center for Naval Aviation Technical Training page on Navy Knowledge Online at www.nko.navy.mil.

Basic Allowance for Housing Revised for Junior Enlisted Married Sailors

The Navy announced good news this week for junior Sailors married to other junior Sailors: if you are both on sea duty, you can now each receive basic allowance for housing (BAH).

“This benefit clarifies the BAH entitlement policy and is designed to reduce the financial burden on our junior Sailors,” said Cmdr. Katharine Reed, head of the pay and allowances section of Navy’s Military Compensation Policy Coordination Branch in Washington. “It also better achieves parity between our junior and senior enlisted afloat dual military families.”

Before this change was instituted, dual military couples were only entitled to one joint housing allowance.

To receive the benefit, eligible Sailors must meet all of the following criteria:

- Both are E-5 and below
- Both assigned to sea duty
- Have no other dependents
- Share the same household
- Have declined government quarters

The entitlement authorized by the National Defense Authorization Act is effective Oct. 1, 2003. The Navy has programmed for the estimated \$9.3 million fiscal year 2004 cost.

This policy change will benefit approximately 1,200 Navy couples.

More information on this policy change is available in NAVADMIN 059/04, which can be found on the Web at www.bupers.navy.mil.

Military, Civilian Travelers Must Get Clearance Before Entering United Kingdom

New United Kingdom immigration rules require people visiting the country for more than six months to obtain entry clearance prior to traveling to the U.K. The new regulations apply to military dependents, civilian personnel, contractors and their dependents.

Active-duty military members on orders are exempt. The new rules will not be fully enforced until Jan. 13. After this date, people without entry clearances will be denied entry into the U.K. Family members of military personnel with orders to the U.K. must obtain no-fee passports, which must be submitted to the British Consulate along with the applications for entry clearance. Processing of entry clearance is expected to take less than a week for routine applications, but could take as long as 45 days.

Each family member requiring an entry clearance must also pay a fee - approximately \$125 at the current exchange rate, payable in local currency, plus a \$16 fee for mailing costs. Personnel should contact the local British Consulate visa section for the exact fee, the article states.

Civilian employees who have a transportation agreement can file for reimbursement of these fees. Personnel who obtain entry clearance for themselves and their dependents may file for reimbursement of travel voucher fees at their new permanent duty station.

Within the U.S., a single British consulate has been designated as the main processing center for applications for each section of the country. Military members with orders to the U.K. should consult their base passport monitor before submitting applications to the consulate within their region.

Information on British consulates in the U.S. may be found at www.britainusa.com. Information on British consulates worldwide may be found at www.ukvisas.gov.uk. For more information, military personnel should contact the passport or outbound assignments section at their Military Personnel Office.

Decision Reached in NAVSISA Streamlined A-76 Study

The Naval Supply Systems Command (NAVSUP), Mechanicsburg, Pa., announced that the Navy will retain in-house operation of training, facilities, mailroom, and administrative support at the Navy Supply Information Systems Activity (NAVSISA).

This decision is the result of a competitive study conducted in accordance with the Office of Management and Budget Circular A-76. The Streamlined Study is a method of conducting an A-76 Study that is specifically designed to review functions where 65 or fewer Full-Time Equivalent employees are performing the work.

Training includes the development of instructional materials and curricula, workshops, classes, lectures, and seminars. Facilities entail the processing of work requests, redistributing automatic data processing equipment, relocating employees within NAVSISA, and the purchasing and processing of required materials. Mailroom support provides the daily pickup and distribution of mail within the command, and front desk and informational support to visitors. Administrative support covers office support functions such as typing memorandums, answering telephones, scheduling meetings, preparing travel orders, and entering data into multiple systems.

The NAVSISA study included 58 civilians. The Government's proposal called for a workforce of 30 civilian employees. The decision to retain the operations in-house was made after the streamlined cost comparison indicated that it was more cost effective to continue to perform the functions with Government personnel. This work will continue to be performed by NAVSISA employees.

Sea Enterprise - Every Dollar Counts

By *FLTCM(SW/AW) "Buck" Heffernan*

Have you ever heard the phrase, "If you don't spend all your money this quarter, you'll get less next quarter?"

I'm sure you have, it's a common misinterpretation of the financial system most of us senior people grew up in. Unfortunately, that sort of philosophy, if sustained, could prevent the Navy from realizing all the things we want for our future. Sea Power 21 dictates a path to a bright future, but it's going to take the work of every Sailor, at every level, to make the vision a reality. Here's what this program is all about.

In order for the Navy to purchase more ships, equipment, technology and schools, it has to find a way to better spend the precious dollars it's given. I suspect that every Sailor in the Navy has, at one point or another, wasted money, even if it was unintentional. The money we spend in the Navy is often viewed as "someone else's" money and that makes spending it easier. It also can lead to reckless spending, and creating budgets that are based more on want than need.

Today, Sea Enterprise challenges every Sailor to look at the way we do business and look for potential costs savings to the Navy. On the deck plate level, it could mean something as simple as staying in the bachelor enlisted quarters instead of a hotel. It could mean aggressively tracking the issuance of organizational clothing so it doesn't walk away. It could mean sharing hardware instead of demanding everyone have a computer on his or her desk. For the Navy to reach goals that ultimately affect everyone in a positive way, leadership at all levels needs to focus on what it costs for us to do business in the Navy.

If we can all figure out ways to reduce costs and recoup savings, we can buy the ships and technology that we all agree are so important to our future. The simple fact is, we cannot continue to spend money like it's not our own and leave the budget to someone else.

In 2003, the Navy ship inventory dropped to 294 ships. Sea Power 21 calls for 375 ships. In the last five years, we have only procured 4 to 5 ships per year. Aircraft are also aging quickly. For the Navy to reach its goal of 375 ships, the Navy needs to procure between 10 and 12 ships per year for the next 10 years. The problem is, there will be no magical grant to the Navy, in the form of billions, to do this. Some of it has to be from savings we generate ourselves.

Recently, Adm. William Fallon, commander of the U.S. Atlantic Fleet, summed up the culture change that has to occur in the Navy.

"The business of 'I need, I want, I gotta have,' and the endless list of requirements that are foisted and passed up the line to D.C. with some great expectation that Santa Claus will arrive tomorrow is not going to cut it. We need to start making some hard decisions down here!"

I want to ensure everyone understands "down here" means you and I. Sea Enterprise is not a business fad, nor is it a "do more with less" program. Rather, it's a means to scrutinize spending practices from the top line to the bottom dollar.

We have to be good stewards of our money; there is simply no other choice. I encourage every Sailor to think about how you do business. If you are a third class and you do the SERVMART shopping, you should be questioning the things on the list. If you are the leading petty officer of a shop that requires consumable shopping, you should be questioning the things on that list before sending it to your Chief. If you are a Chief who ultimately decides what gets bought, then you should be challenging the wants vs. needs. But it's not just about shopping lists.

My hope is that everyone sees how broad savings can be. Have you used a government vehicle on unauthorized diversions from an official run? Gas costs money. Have you ever taken some duct tape home for a project that was bought by the Navy? Tape costs money. Have you



*B.L. "Buck" Heffernan, Jr., USN
Fleet Master Chief
U.S. Fleet Forces Command*

ever bought something out of convenience, knowing full well the technology had already changed and you'd have to upgrade in the near future? I'm sure the answers are yes for many. Now is the time to rethink this approach.

While some view Sea Enterprise as a program, it's actually a culture shift. Many of you might look at Sea Enterprise as just another way of getting Sailors to do more with less, or a budget cut wrapped into a new program. Nothing could be further from the truth. Sea Enterprise will allow the Navy to refine requirements, harvest efficiencies and reinvest its savings into the things that we need to do our jobs — ships and airplanes, technology and schools.

Perhaps you should look at this in more personal terms. What if credit were no longer an option. What if in your personal life you could only buy what you had money to purchase, no exceptions. Would that change the way you spend? Would it change the way you determine what you need and want? My guess is that it probably would. That's what Sea Enterprise is to the Navy. It's a wake up call for every one of us to efficiently spend every dollar we need to do our job, but not one more dollar than it actually takes.

Logistics Support Representatives

Ship	Representative	Telephone	Cell
USNS Big Horn (T-AO 198)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS John Lenthal (T-AO 189)	Al Ford/Alma Henry	443-1877/76	544-5367
USNS Kanawha (T-AO 196)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Laramie (T-AO 203)	Al Ford/Alma Henry	443-1877/76	544-5367
USNS Leroy Gruman (T-AO 195)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Mount Baker (T-AE 34)	Al Ford/Alma Henry	443-1877/76	544-5367
USNS Patuxent (T-AO 201)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Saturn (T-AFS 10)	Al Ford/Alma Henry	443-1877/76	544-5364
USNS Sirius (T-AFS 8)	Al Ford/Alma Henry	443-1877/76	544-5364
USNS Spica (T-AFS 9)	Al Ford/Alma Henry	443-1877/76	544-5464
USNS Supply (T-AOE-6)	Al Ford/Alma Henry	443-1877/76	544-5364
USNS Artic (TAOE 8)	Al Ford/Alma Henry	443-1877/76	544-5364
USS Albany (SSN 753)	SK2 Bobby Miller	443-1850	5446219
USS Anzio (CG 68)	SK2 Josue Negron	443-1855	544-5365
USS Arleigh Burke (DDG 51)	SK2 Josue Negron	443-1855	544-5365
USNS Artic (TAOE 8)	Al Ford/Alma Henry	443-1877/76	544-5464
USS Ashland (LSD 48)	SK1 Matthew Wright	443-1866	544-5456
USS Austin (LPD 4)	SK2 Josue Negron	443-1855	544-5365
USS Barry (DDG 52)	John Gant	443-1242	544-5379
USS Bataan (LHD 5)	Gary Humphries	443-1859	544-5419
USS Boise (SSN 764)	Vivian Hardy	443-1867	544-5436
USS Briscoe (DD 977)	Gary Humphries	443-1859	544-5419
USS Bulkeley (DDG 84)	Joyce Ford	443-1857	544-5403
USS Cape St. George (CG 71)	Gary Humphries	443-1859	544-5419
USS Carr (FFG 52)	John Gant	443-1242	544-5379
USS Carter Hall (LSD 50)	SK1 Matthew Wright	443-1866	544-5456
USS Cole (DDG 67)	Kevin Brunner	443-1875	544-5442
USS Detroit (AOE 4)	Al Ford/Alma Henry	443-1877/76	544-367
USS Deyo (DD 989)	Kevin Brunner	443-1875	544-5442
USS Donald Cook (DDG 75)	Joyce Ford	443-1857	544-5403
USS Dwight D. Eisenhower (CVN 69)	Pamela Harris	443-1856	544-5428
USS Elrod (FFG 55)	Marie Moss	443-1862	544-5395
USS Enterprise (CVN 65)	Joe Ditommaso	443-1851	544-5407
USS Estocin (FFG 15)	Joyce Ford	443-1857	544-5403
USS Florida (SSBN 726)	Pamela Harris	443-1856	544-5428
USS George Washington (CVN 73)	SK2 Bobby Miller	443-1850	544-6219
USS Gettysburg (CG 64)	Gary Humphries	443-1859	544-5419
USS Gonzales (DDG 66)	Virginia Nichols	443-1865	544-5452
USS Grapple (ARS 53)	SK1 Matthew Wright	443-1866	544-5456
USS Grasp (ARS 51)	Teresa Wiggins	443-1849	544-5460
USS Gunston Hall (LSD 44)	Marie Moss	443-1862	544-5395
USS Hampton (SSN 767)	Joe Ditommaso	443-1851	544-5407
USS Harry S. Truman (CVN 75)	Janis Hayes	443-1863	544-5438
USS Hawes (FFG 53)	John Gant	443-1242	544-5379
USS Hayler (DD 997)	Joyce Ford	443-1857	544-5403
USS Hyman G. Rickover (SSN 709)	Pamela Harris	443-1856	544-5428
USS Iwo Jima (LHD 7)	Kevin Brunner	443-1875	544-5442

Logistics Support Representatives

Ship	Representative	Telephone	Cell
USS Jacksonville (SSN 699)	Pamela Harris	443-1856	544-5428
USS John F. Kennedy (CV 67)	Vivian Hardy	443-1867	544-5436
USS Kauffman (FFG 59)	Barbara Robinson	443-1858	544-5417
USS Kearsage (LHD 3)	Barbara Robinson	443-1858	544-5417
USS Laboon (DDG 58)	Barbara Robinson	443-1858	544-5417
USS Leyte Gulf (CG 55)	Barbara Robinson	443-1858	544-5417
USS Mahan (DDG 72)	Pepper Anderson	443-1860	544-5377
USS Mason (DDG 87)	SK1 J. McDermott	443-1869	544-5375
USS McFaul (DDG 74)	Brenda Jones	443-1848	544-5454
USS Minneapolis St. Paul (SSN 708)	SK2 Bobby Miller	443-1850	544-6219
USS Mitscher (DDG 57)	Pepper Anderson	443-1860	544-5377
USS Monterey (CG 61)	Pepper Anderson	443-1860	544-5377
USS Montpelier (SSN 750)	Vivian Hardy	443-1867	544-5436
USS Mount Whitney (LCC 20)	Cynthia Griffin	443-1853	544-5444
USS Nashville (LPD 13)	Mildred Harrison	433-1854	544-5363
USS Nassau (LHA 4)	Joe Ditommaso	433-1851	544-5407
USS Newport News (SSN 750)	Janis Hayes	433-1863	544-5438
USS Nicholas (FFG 47)	Brenda Jones	433-1848	544-5454
USS Nimitz (CVN 68)	Pamela Harris	443-1856	544-5428
USS Norfolk (SSN 714)	Joe Ditommaso	443-1851	544-5407
USS Normandy (CG 60)	Cynthia Griffin	443-1853	544-5444
USS Oak Hill (LSD 51)	Marie Moss	443-1862	544-5395
USS Oklahoma City (SSN 723)	Janis Hayes	443-1863	544-5438
USS Oscar Austin (DDG 79)	James Rice	443-1146	544-5411
USS Ponce (LPD 15)	Mildred Harrison	443-1854	544-5363
USS Porter (DDG 78)	James Rice	443-1146	544-5411
USS Ramage (DDG 61)	Cynthia Griffin	443-1853	544-5444
USS Ronald Reagan (CVN 76)	SK2 Bobby Miller	443-1850	544-6219
USS Ross (DDG 71)	James Rice	443-1146	544-5411
USS Saipan (LHA 2)	Pamela Harris	443-1863	544-5428
USS Samuel B. Roberts (FFG 58)	SK1 J. McDermott	443-1869	544-5375
USS San Francisco (SSN 711)	SK2 Bobby Miller	443-1850	544-6219
USS San Jacinto (CG 56)	SK1 J. McDermott	443-1869	544-5375
USS Scranton (SSN 756)	Janis Hayes	443-1863	544-5438
USS Seattle (AOE 2)	Al Ford/Alma Henry	443-1877/76	544-5464
USS Shreveport (LPD 12)	SK1 J. McDermott	443-1869	544-5375
USS Simpson (FFG 56)	SK1 J. McDermott	443-1869	544-5375
USS Stout (DDG 55)	Virginia Nichols	443-1865	544-5452
USS Stump (DD 978)	Mildred Harrison	443-1854	544-5363
USS Theodore Roosevelt (CVN 71)	Vivian Hardy	443-1867	544-5436
USS Thorn (DD988)	Virginia Nichols	443-1865	544-5452
USS Tortuga (LSD 46)	SK1 Matthew Wright	443-1866	544-5456
USS Trenton (LPD 14)	Wanda Willoughby	443-1852	544-5462
USS Vella Gulf (CG 72)	Wanda Willoughby	443-1852	544-5462
USS Wasp (LHD 1)	Wanda Willoughby	443-1852	544-5462
USS Whidbey Island (LSD 41)	Teresa Wiggins	443-1849	544-5460
USS Winston Churchill (DDG 81)	Brenda Jones	443-1848	544-5454

FISC Norfolk Key Telephone Numbers

	DSN	Telephone	FAX
Commanding Officer	646	(757) 443-1001	443-1000
Executive Officer	646	(757) 443-1001	443-1000
Executive Director	646	(757) 443-1001	443-1000
Public Affairs Officer	646	(757) 443-1013	443-1015
Small Business Office	646	(757) 443-1435	443-1355
Security Officer	646	(757) 443-1510	443-1537
Counsel	646	(757) 443-1092	443-1090
Reserve Coordinator	646	(757) 443-1012	443-1549
Command Master Chief	646	(757) 443-1153	443-1015
Acquisition			
Acquisition Executive	646	(757) 443-1601	443-1605
Operations Director	646	(757) 443-1628	443-1605
Contract Ops (Fleet)	646	(757) 443-1375	443-1424
Contract Ops (Ashore)	646	(757) 443-1347	443-1424
Pierside Purchasing	646	(757) 443-1369	443-1376
Purchasing Ops (Ashore/Overseas)	646	(757) 443-1370	444-1376
Purchasing Ops (CONUS)	646	(757) 443-1394	443-1389
Purchasing Ops (Habitability)	646	(757) 443-1444	443-4417
Resource Management			
Director	646	(757) 443-1565	443-1883
Business Operations			
Director	646	(757) 443-1075	443-1064
E-Business	646	(757) 443-1502	443-1543
Customer Operations			
Director	646	(757) 443-1165	443-1175
Logistic Support Center	646	(757) 443-1211	443-1175
Navy Integrated Call Center		1-877-418-6824	443-1175
Material Operations			
Requirements Division	646	(757) 443-1271	443-1277
Ocean Terminal	564	(757) 444-2395	444-2352
ATAC	565	(757) 444-2060	445-8607
Personal Property	646	(757) 443-3795	443-3737
SERVMART	646	(757) 443-1273	443-1293
HAZMAT	564	(757) 444-5809	443-1293
Regional Navy Mail Center	564	(757) 444-9126	444-9796
Cheatham Annex	953	(757) 877-7100	887-7223
Fuel			
Fuels Officer	262	(757) 322-9003	322-9005
Washington, DC Det	288	(202) 433-2901	685-0000
Philadelphia Det	442	(215) 697-9550	697-9554